

MANAGEMENT STAFF ASSISTANT
GS-0303-08

I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). The position performs significantly complicated administrative, technical, and coordination assignments in support of the office.

II. MAJOR DUTIES AND RESPONSIBILITIES

Independently performs technical assignments, such as participating in program studies and analysis of operations to achieve greater economy and efficiency. Prepares materials and/or conducts paperwork and records management systems studies, work flow and operational analysis, cost studies, and/or equipment utilization analysis.

Prepares initial work plans and draft reports based on existing procedures or observation of the activity to be studied.

Reviews both operational plans and current and incoming work projects. Makes recommendations for improving methods. Advises on the adequacy of budgeting. Determines the need for, establishes, and maintains work standards and tracking and control systems.

Responds to inquiries and comments on topics related to the mission, products, or services provided by the organization. Prepares compilations of office program and/or operational activities. Compiles and prepares recurring and special reports. Assumes responsibility for the preparation of articles, publications and reports. Assists in planning conferences, seminars, and/or exhibits sponsored by the office, preparing and/or compiling appropriate materials for such events.

Reviews customer-initiated documents and exercises responsibility for administrative content. Reviews documents for specific issues, problems, or concerns. Assesses impediments to progress and independently identifies and implements solutions. Refers complex or especially sensitive cases to a higher grade specialist.

Uses a personal computer to produce a wide variety of documents.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position

FL 1-5

750 pts.

Extensive practical knowledge of human and fiscal resources, procurement, and management analysis policies, methods, and techniques in order to provide support for staff functions.

Working knowledge of office organization and its interrelationship to ETA goals, vision, and mission objectives, of program administration, and of policy concepts and practices sufficient to enable the incumbent to foresee and resolve technical or administrative problems and requirements.

Knowledge of operating guidelines governing administrative programs to help initiate changes in procedural requirements.

Factor 2 - Supervisory Controls	FL 2-3	275 pts.
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Serves under the direction of a supervisor or higher graded specialist. Supervision includes discussions relating to achievement of overall work objectives and priorities. The incumbent plans work assignments, resolves problems, and recommends alternative actions. The supervisor remains available to assist with unusual, difficult, or controversial situations without clear precedents. Review is for appropriateness and conformance to policies. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 - Guidelines	FL 3-3	275 pts.
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Guidelines include ETA and office orders and notices, procedures, regulations, handbooks, and instructions emanating from management committees. Incumbent uses judgment in selecting, applying, and adapting general guidelines to specific problems, taking into consideration similarities and differences in circumstances.

Factor 4 - Complexity	FL 4-3	150 pts.
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Assignments and work involve analyses of information and data from a variety of sources with differing degrees of accuracy and correlation with the objective at hand. The work involves making determinations, providing advice, and making recommendations based on established practices and principles. The incumbent uses standard methods and techniques to tailor approaches to the needs of the office as well as ETA requirements. The work involves conditions and elements that must be identified and analyzed to discern interrelations.

Factor 5 - Scope and Effect	FL 5-3	150 pts.
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The work performed provides essential administrative and technical support to the staff. The work materially affects the adequacy and quality of services provided to customers.

Factor 6 - Personal Contacts	FL 6-2	25 pts.
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Contacts include all levels of employees, supervisors, managers, and staffs in the immediate and similar organizations, the general public, and/or field locations.

Factor 7 - Purpose of Contacts

FL 7-2

50 pts.

Contacts are to provide/acquire information and coordinate activities with internal and external customers. These contacts enhance the administrative and technical work of the office. External contacts are for collecting relevant information and feedback for evaluation of office operations and client satisfaction.

Factor 8 - Physical Demands

FL 8-1

5 pts.

The work is essentially desk and office oriented.

Factor 9 - Work Environment

FL 9-1

5 pts.

The work is performed in an office setting. Occasional travel by any means of government or public transportation may be required.

TOTAL = 1685 pts.

IV. UNIQUE POSITION REQUIREMENTS *(For titling purposes the immediate supervisor is to mark the first description below **if** the incumbent must be a qualified typist and mark **both** descriptions if the incumbent has office automation responsibilities)*

___ This position requires the services of a fully qualified typist.

___ This position requires knowledge of word processing or other software tools to produce a wide variety of documents.